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FOI/PA# 1524292-000

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FEDERAL BUREAU OF INVESTIGATION
Electronic Communication

Title: (U) To document efforts to identify a POC
for serving legal process to Total Server
Solutions LLC

Date: 06/17/2020

CC:

From: WASHINGTON FIELD

WF-A9

Contact:

Approved By:

Drafted By:

Case ID #:

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Synopsis: (U) To document efforts to identify a POC for serving legal
process to Total Server Solutions LLC

Reference:

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Enclosure(s): Enclosed are the following items:

1. (U) Investigative notes
2. (U) Email correspondence

Details:

The following investigative steps were conducted by Federal Bureau of
Investigation (FBI) Special Agent (SA) [REDACTED] in an effort to
identify a point of contact (POC) for serving legal process to Total
Server Solutions LLC (TSS):

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Looks like legal@totalerversolutions.com is a valid address, also if you need a point of contact from our company that would be [REDACTED]

[REDACTED]@totalerversolutions.com

www.totalerversolutions.com

[REDACTED]@totalerversolutions.com

direct: [REDACTED]

cell: [REDACTED]

Total Server Solutions
1130 Powers Ferry Place SE
Marietta, GA 30067

Total Server Solutions [REDACTED]
On The 2019 Inc. 5000

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Title: (U) To document efforts to identify a POC for serving legal process to Total Server Solutions LLC

Re: 06/17/2020

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[redacted]

From: [redacted]@totalserversolutions.com>
Sent: Tuesday, June 16, 2020 3:41 PM
To: [redacted]
Subject: Re: Total Server Solutions Legal Process Point of Contact

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[redacted]

Can you provide me copies of those? We process them all promptly and I handle all of the NSL issues as well. Legal@ is the right place they should be going, you can also copy me at any time.

[redacted]

From: [redacted]
Sent: Tuesday, June 16, 2020 2:31 PM
To: [redacted]@totalserversolutions.com>
Subject: FW: Total Server Solutions Legal Process Point of Contact

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*** THIS EMAIL ORIGINATED OUTSIDE THE ORGANIZATION ***
Good afternoon [redacted]

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I had the opportunity to chat with one of your excellent employees today [redacted] at your data center in Marietta, GA, and he informed me you are the appropriate point of contact for directing legal process.

FBI Atlanta and FBI Oklahoma City have both served subpoenas to your organization through legal@totalserversolutions.com and neither has received a response before or since the deadline passed.

Please confirm the receipt of these subpoenas, or if that is not possible, please provide a better method for serving legal process to your organization.

I understand things are likely hectic during these unusual times and really appreciate your help in this matter.

Thanks again,
SA [redacted]

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[redacted]
Special Agent
FBI Atlanta - CY1
Cell: [redacted]
Office [redacted]

From: [redacted]@totalserversolutions.com>
Sent: Tuesday, June 16, 2020 2:07 PM
To: [redacted]
Subject: Total Server Solutions

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Title: (U) To document efforts to identify a POC for serving legal process to Total Server Solutions LLC

Re: [REDACTED] 06/17/2020

On June 9, 2020, the author contacted the TSS support number, 1-855-227-1939, provided on their website totalserversolutions.com. [REDACTED] [REDACTED] Technical Support, answered the phone and informed the author that legal process should normally be submitted to TSS by email via legal@totalserversolutions.com. In order to further assist the author, [REDACTED] collected the authors contact information and forwarded it to the Account Management team in an attempt to get a POC phone number to assist in the service of legal process to TSS. [REDACTED] also stated that there is not a direct phone number for the Account Management team and that all calls would be routed through frontline staff like himself. The author proceeded to visit the address that legal process was sent to at 34 Peachtree St NE, Suite 400. Atlanta, Georgia, 30303 and was informed by Officer [REDACTED] that the 400 suite had been going through some construction recently. The sign on the outside of the suite indicated that the business was "Colo@". Knocking did not receive any attention and the suite seemed empty.

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On June 16, 2020 the author visited 1130 Powers Ferry Place, Marietta, Georgia, 30067, and conversed with TSS [REDACTED] [REDACTED]. 1130 Powers Ferry is the new permanent business address for TSS. [REDACTED] provided a business card containing his contact information and followed up by email connecting the author with legal process POC [REDACTED]

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Below are the appropriate points of contact for legal process with TSS according to an email from [REDACTED] received on June 16, 2020:

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- For specific legal process - legal@totalserversolutions.com
- For questions about legal process - [REDACTED]@totalserversolutions.com)

Notes and email correspondence are maintained in the 1A section of the case file.

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